

**STATE OF TEXAS**  
**DEPARTMENT OF INFORMATION RESOURCES**  
**CONTRACT FOR PRODUCTS AND RELATED SERVICES**

**Voice Products, Inc.**

**1. Introduction**

**A. Parties**

This Contract for products and related services is entered into between the State of Texas, acting by and through the Department of Information Resources (hereinafter "DIR") with its principal place of business at 300 West 15<sup>th</sup> Street, Suite 1300, Austin, Texas 78701, and Voice Products, Inc. (hereinafter "Vendor"), with its principal place of business at 8555 E. 32<sup>nd</sup> Street North, Wichita, KS, 67226.

**B. Compliance with Procurement Laws**

This Contract is the result of compliance with applicable procurement laws of the State of Texas. DIR issued a solicitation on the Comptroller of Public Accounts' Electronic State Business Daily, Request for Offer (RFO) DIR-SDD-TMP-111, on January 8, 2008, for Technology Based Recording Equipment, Software and Services. Upon execution of this Contract, a notice of award for RFO DIR-SDD-TMP-111 shall be posted by DIR on the Electronic State Business Daily.

**C. Order of Precedence**

This Contract; Appendix A, Standard Terms and Conditions For Products and Related Services Contracts; Appendix B, Vendor's Historically Underutilized Businesses Subcontracting Plan; Appendix C, Software Support Agreement, Appendix D, Maintenance Agreement, Exhibit 1, Vendor's Response to RFO DIR-SDD-TMP-111, including all addenda; and Exhibit 2, RFO DIR-SDD-TMP-111, including all addenda; are incorporated by reference and constitute the entire agreement between DIR and Vendor. In the event of a conflict between the documents listed in this paragraph, the controlling document shall be this Contract, then Appendix A, then Appendix B, then Appendix C, then Appendix D, then Exhibit 1, and finally Exhibit 2. In the event and to the extent any provisions contained in multiple documents address the same or substantially the same subject matter but do not actually conflict, the more recent provisions shall be deemed to have superseded earlier provisions.

**2. Term of Contract**

The term of this Contract shall be one (1) year commencing on the last date of approval by DIR and Vendor. Prior to expiration of the original term, DIR and Vendor may extend the Contract, upon mutual agreement, for up to three (3) optional one-year terms.

**3. Product and Service Offerings****A. Products**

Products available under this Contract are limited to VIQ Solutions and Nice Systems branded hardware and software for technology based recording. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above.

**B. Services**

Services available under this Contract are limited to installation; maintenance and support; customization; and training. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

**4. Pricing****A. Manufacturer's Suggested Retail Price (MSRP)**

MSRP is defined as the product sales price suggested by the manufacturer or publisher of a product.

**B. Customer Discount**

The minimum Customer discount for all products and services will be the percentage off MSRP as specified below. Customer Discount = Initial Discount – DIR Administrative Fee specified in Section 5.

VIQ Solutions Products	Customer Discount
Hardware	11.75%
Software	11.75%
Services for VIQ Solutions Products	Customer Discount
<b>Installation</b>	13%
<b>Maintenance and Support</b>	
Annual Encompass Software Support and Maintenance Per License	11.75%
Online Remote Maintenance and Support Per Hour	30%
Telephone Maintenance and Support Per Hour	30%
On-Site Maintenance and Support Plus Travel	13%
<b>Customization</b> – Hourly Rate	13%
<b>Training</b>	
One-Site Training - 6 Students per Class	15%
Online Tutorial	15%
Individual Training at Vendor's Site	15%
Group Training at Vendor's Site – 6 Students per Class	15%

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NICE Systems Products	Customer Discount
Hardware & Software Bundles	25%
Hardware	25%
Software	25-26%
Services for NICE Systems Products	Customer Discount
<b>Installation</b> – Installation is a % of price of the recording system	
Installation	12-25%
Software Installation per Workstation	50%
<b>Maintenance and Support</b>	
Maintenance and Support	7-21%
Telephone Support – Hourly Rate	30%
On-Site Services and Support	30%
<b>Customization</b> – Hourly Rate	14%
<b>Training</b>	
One-Site Training - 4-6 Students per Class	28%
Online Tutorial	25%
Individual Training at Vendor's Site	25%
Group Training at Vendor's Site – 2-4 Students per Class	35%

**C. Customer Price**

1) The price to the Customer shall be calculated as follows:

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

2) Customers purchasing products and services under this Contract may negotiate more advantageous pricing or participate in special promotional offers. In such event, a copy of such better offerings shall be furnished to DIR upon request.

3) If pricing for products or services available under this Contract are provided at a lower price to: (i) an eligible Customer who is not purchasing those products or services under this Contract or (ii) any other entity or consortia authorized by Texas law to sell said products and services to eligible Customers, then the available Customer Price in this Contract shall be adjusted to that lower price. This Contract shall be amended within ten (10) business days to reflect the lower price.

**D. DIR Administrative Fee**

The administrative fee specified in Section 5 below shall not be broken out as a separate line item when pricing or invoice is provided to Customer.

**E. Shipping and Handling Fees**

The price to the Customer under this Contract shall include all shipping and handling fees. Shipments will be Free On Board Customer's destination. No additional fees shall be charged to the Customer for standard shipping and handling. If the Customer requests expedited delivery, Customer will be responsible for any charges for expedited delivery.

**F. Tax-Exempt**

As per Section 151.309, Texas Tax Code, Customers under this Contract are exempt from the assessment of State sales, use and excise taxes. Further, Customers under this Contract are exempt from Federal Excise Taxes, 26 United States Code Sections 4253(i) and (j).

**G. Travel Expense Reimbursement**

Pricing for services provided under this Contract are exclusive of any travel expenses that may be incurred in the performance of those services. Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking and meals; provided, however, the amount of reimbursement by Customers shall not exceed the amounts authorized by the current State Travel Regulations. Travel time may not be included as part of the amounts payable by Customer for any services rendered under this Contract. The DIR administrative fee specified in Section 5 below is not applicable to travel expense reimbursement. Anticipated travel expenses must be pre-approved in writing by Customer.

**H. Changes to Prices**

Vendor may change the price of any product or service at any time, based upon changes to the MSRP, but discount levels shall remain consistent with the discount levels specified in this Contract. Price decreases shall take effect automatically during the term of this Contract and shall be passed onto the Customer immediately.

**5. DIR Administrative Fee**

**A)** The administrative fee to be paid by the Vendor to DIR based on the dollar value of all sales to Customers pursuant to this Contract is two percent (2%). Payment will be calculated for all sales, net of returns and credits. For example, the administrative fee for sales totaling \$100,000 shall be \$2,000.00.

**B)** All prices quoted to Customers shall include the administrative fee. DIR reserves the right to change this fee upwards or downwards during the term of this Contract, upon written notice to Vendor. Any change in the administrative fee shall be incorporated in the price to the Customer.

**6. Notification**

All notices under this Contract shall be sent to a party at the respective address indicated below.

Vendor Contract No. \_\_\_\_\_

If sent to the State:

Sherri Parks, Director  
Contracting & Procurement Services  
Department of Information Resources  
300 West 15<sup>th</sup> Street, Suite 1300  
Austin, Texas 78701  
Phone: (512) 475-4700  
Facsimile: (512) 475-4759  
Email: [sherri.parks@dir.state.tx.us](mailto:sherri.parks@dir.state.tx.us)

If sent to the Vendor:

Stuart Peters, Vice President/CFO  
Voice Products, Inc.  
8555 East 32<sup>nd</sup> Street North  
Wichita, KS 67226  
Phone: (316) 616-1111  
Facsimile: (316) 263-1823  
Email: [speters@voiceproducts.com](mailto:speters@voiceproducts.com)

**7. Software License and Service Agreements**

**A. Software License Agreement**

1) Customers acquiring software licenses under the Contract shall hold, use and operate such software subject to compliance with the Software Support Agreement set forth in Appendix C of this Contract. No changes to the Software Support Agreement terms and conditions may be made unless previously agreed to between Vendor and DIR. Customers may not add, delete or alter any of the language in Appendix C. Order Fulfiller shall make the Software Support Agreement terms and conditions available to all Customers at all times.

2) Compliance with the Software Support Agreement is the responsibility of the Customer. DIR shall not be responsible for any Customer's compliance with the Software Support Agreement. If DIR purchases software licenses for its own use under this Contract, it shall be responsible for its compliance with the Software Support Agreement terms and conditions.

**B. Shrink/Click-wrap License Agreement**

Regardless of any other provision or other license terms which may be issued by Vendor after the effective date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of a Purchase Order for products licensed under this Contract, or the fact that such other agreement may be affixed to or accompany software upon delivery (shrink-wrap), the terms and conditions set forth in this Contract shall supersede and govern the license terms between Customers and Vendor.

**C. Service Agreement**

Services provided under this Contract shall be in accordance with the Service Maintenance Agreement as set forth in Appendix D of this Contract. No changes to the Service Maintenance Agreement terms and conditions may be made unless previously agreed to by Vendor and DIR.

**8. Authorized Exceptions to Appendix A, Standard Terms and Conditions for Product and Related Services Contracts.**

No exceptions.

This Contract is executed to be effective as of the date of last signature.

**VOICE PRODUCTS, INC.**

**Authorized By: signature on file**

**Name: Stuart G. Peters**

**Title: Vice President**

**Date: 7/16/2008**

**THE STATE OF TEXAS, ACTING BY AND THROUGH THE DEPARTMENT OF  
INFORMATION RESOURCES**

**Authorized By: signature on file**

**Name: Cindy Reed**

**Title: Deputy Executive Director Operations & Statewide Technology Sourcing**

**Date: 7/18/2008**

**Legal: signature on file 7/18/2008**